

**WE DID IT...!
TOGETHER!**

BREAKING NEW GROUND

*Animal Care Services
FY16 First Quarter Report*



CITY OF SAN ANTONIO
**ANIMAL CARE SERVICES
DEPARTMENT**

FROM THE DIRECTOR'S DESK



Breaking new ground and marking the incredible achievement of a **90% live release rate...** The first quarter of FY16 has seen amazing, positive changes at Animal Care Services! I am thrilled to announce that the City's Live Release rate reached an all-time record high of 90% in December 2015. The historic high makes San Antonio the **largest city in the nation to achieve a 90% or higher placement rate** for the shelter's healthy, adoptable pets.

This record came while simultaneously impounding 16% more pets compared to the previous December. It's not a record we achieved alone or overnight —this positive effort and balance between animal care and control has taken years of hard

work by ACS, our rescue partners, stakeholders and the community at large. We know *sustaining* a humane record for our community is a destination and not a journey...and we hope you'll join us in this lifesaving work. **We did it together...and we CAN do it forever!**

**WE DID IT...!
TOGETHER!**

Kathy Davis

Director, Animal Care Services



CHAIR'S CORNER

What a wonderful time to celebrate the great journey of ACS! **With 90% Live Release for all animals coming into the shelter this past December, who we were ten years ago as a city is completely different than who we are today.** The key to success—a combination of the ACS staff, positive partnership with ACS rescue partners and the unwavering support from members of the City Council and City Manager.

Through a decade of Council's leadership, additional funding made ACS a priority for the City including the construction of the 151 campus, spay/neuter monies, enforcement enhancements, the Brackenridge facility and additional kenneling at the Animal Defense League. They've also supported progressive policy changes that are improving community behavior. Things like registered microchip pet licensing, reducing stray hold times for pets with a live outcome, required spay/neuter for roaming pets who have been impounded at ACS and establishing a civil citation process that lets officers have critical conversations with owners *and* ensure compliance.

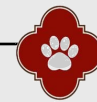


We all recognize there are ways to improve our mission and the need for us to maintain this success in the months and years to come. The newly formed Education and Outreach team is block walking, signing up residents for free spay/neuter and holding free Microchip MANIA clinics. They are talking to residents about responsible pet ownership, the importance of spay/neuter and ACS' Leash Not Loose efforts. It's an exciting time but there's much to be done. On behalf of the ACS Advisory Board, I would like to personally express our gratitude to our City Council members, the City Manager and the community who are helping the shelter move forward. **Together, we can continue the momentum!**

Rita Braeutigam

ACS Advisory Board Chair

BLUEPRINTS



ENHANCED ENFORCEMENT *at a glance*

FY 2016 Q1 totals

Call-for-Service Requests [Total]	23,877
Call-for Service Requests [Citizen Initiated]	17,401
Call-for-Service Requests [ACS Initiated]	6,476
Impoundments (Overall)	7,251
Citations and Warnings	2,462
Bite Cases	826

EDUCATION & OUTREACH *at a glance*

FY 2016 Q1 totals

Microchips Implanted	1,177
Spay & Neuter Signups	166
CNSI Homes Visited	6,850
Adult Education Interactions	6,753
Child Education Interactions	22,826
Schools Visited	45



CONTROL STRAY POPULATION

at a glance

FY 2016 Q1 totals

Spay/Neuter Surgeries [ACS]	4,312
Spay/Neuter Surgeries [Partner]	3,723
Dead Animal Pick-up	5,508

INCREASE LIVE RELEASE RATE

at a glance

FY 2016 Q1 totals

Live Release Rate	86.52%
Adoptions	1,798
Rescues	2,866
Return-to-Owner [RTO]	1,249
Trap-Neuter-Return	186
Total Adjusted Euthanasia	950
Fosters	302
Volunteer Hours	4,220

A STRONG FOUNDATION

Education and Outreach. It's the bedrock of any successful animal shelter. For some time, a foundation has been carefully laid for the development of a new Division at Animal Care Services. This new division would not only help educate the community about resources available through ACS, but would also help promote a positive presence for the department in the



community. In the first quarter of the new year, the Education and Outreach team became a reality.

The critical importance of community engagement was further emphasized when it was formalized as a strategic priority for ACS. A solid foundation of community education supports all of the additional strategic priorities as well: Increasing the live release rate, enhancing enforcement efforts and helping to control the stray population through spay/neuter. In just a few short months, the team has already hosted several dozen educational presentations and monthly microchip

clinics as well as worked with the media on positive stories to promote awareness of ACS programs and policies. The Education team oversees one of the department's major spay neuter grants for the 78237 zip code as well as monthly block walking and resource clinics through the Comprehensive Neighborhood Sweeps Initiative. In the future, the Education and Outreach division will work with the Animal Care volunteer coordinator on the shelter's popular youth summer camp.



FRAMING THE FUTURE



How do we sustain our humane record?

The future of lifesaving at ACS depends on finding options for pets in the community, including alternatives to shelter placement. A grant from PetSmart Charities and the San Antonio Area Foundation has provided ACS with funding to add additional staff and resources to help with intake of owner surrendered pets and strays. With daily efforts aimed at embracing our lifesaving goals, restructuring the way we bring in pets is just as important as the time and dedication we spend trying to get our shelter pets into placement outside of ACS.

Enhancements to the new intake process include a "Good Samaritan" programs for residents who have the ability to hold would be surrendered pets in their homes while the intake coordinators search for the pets owner

or advertise placement with our partner rescue groups before the pet is taken in to the shelter. This also allows ACS to help owners to keep their pets in their home while we advertise for placement and it provides accessible solutions for owner surrender's to keep their pets. Citizens can also now contact intake staff via email rather than having to process the animals at ACS. It adds up to lives saved!

"I would have never imagined the amount of cooperation citizens have been giving us...we have over 130 citizens that have participated in the program since January 1st. I am seeing most of these pets go home with the caretakers and get adopted without ever, EVER stepping a paw in our kennels! AMAZING!!"- Eddie Gonzalez, ACS Intake Specialist



A ROOF FOR ROSIE



Rosie, the dog that inspired and captured the hearts of thousands, got her happy ending thanks to a caring foster and generous dog lovers around the world. In August, Rosie came into Animal Care Services with acid burns over 100% of her head and much of her upper body.

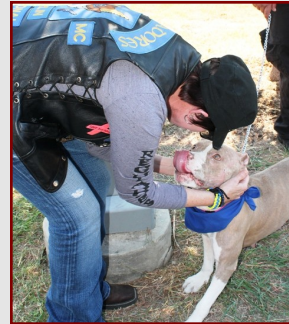
The corrosive liquid—industrial hydrochloric acid—is commonly used to dissolve rust off of steel. Rosie lost both of her ears and her ability to see due to the acid, but this brave dog didn't give up hope. Neither did Animal Care Services or a world's worth of animal lovers.

After weeks of treatment from the ACS Clinic, Rosie had begun to see again. In fact, her vision improved so much surgery was no longer required. In October, the

Reguladores Motorcycle Group hosted a charity ride in Rosie's honor generating several hundred dollars. A group of the motorcycle enthusiasts even drove from around Texas to visit Rosie at ACS while she recovered...Rosie greeted them with smiles and her own Reguladores gear and bandanna.

Throughout the fall, their kind donations and those from other well wishers helped heal Rosie's wounds, treat her heartworms and help other pets in need.

Meanwhile, the search continued for a special home for Rosie. **Finally, after months of generosity, love, and care, Rosie received the greatest gift of all ...Adoption just before Christmas!** This lucky lady now spends her time playing with two new canine friends and her human little sister who helped pick out Rosie's [extensive] new wardrobe. It's the happy ending to a story that had a very rough beginning.



Rosie is like so many animals who come into Animal Care Services— in desperate need but a sweet symbol of hope. She's also living proof of what a humane community can accomplish **TOGETHER.**

FY16 Q1 STATISTICS



October 2015—December 2015

ENHANCED ENFORCEMENT

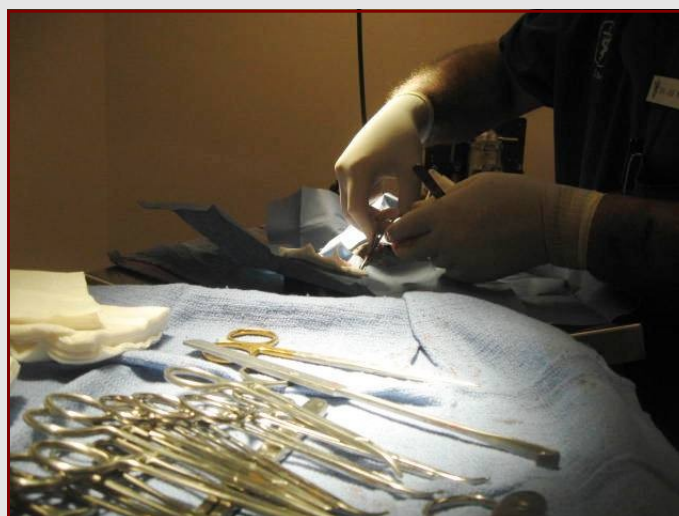
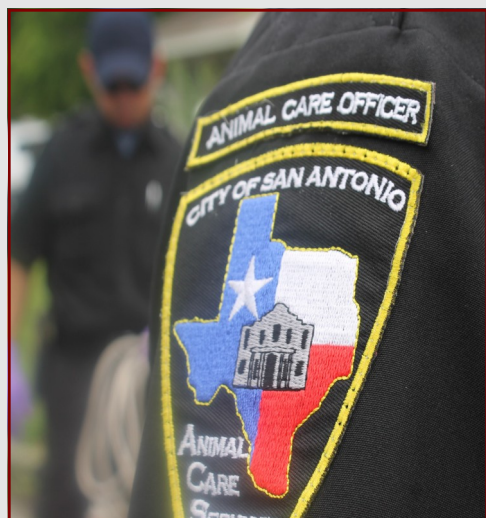
Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Oct. Total	Nov. Total	Dec. Total
Call-for-Service Requests (Overall)	102,855	100,000	24,454	23,775	23,877	8,733	7,627	7,517
<i>Citizen-Initiated</i>	74,563	74,000	18,069	17,907	17,401	6,324	5,672	5,405
<i>ACS-Initiated</i>	28,292	26,000	6,385	5,868	6,476	2,409	1,955	2,112
Impoundments (Overall)	29,727	30,000	6,848	6,991	7,255	2,578	2,309	2,368
<i>Dogs</i>	22,869	23,100	5,684	5,383	5,962	2,032	1,888	2,042
<i>Cats</i>	6,858	6,900	1,164	1,608	1,293	546	421	326
Impoundments (Field)	18,263	17,600	3,995	3,946	4,674	1,701	1,603	1,370
Return-to-Owners (Field)	1,892	2,150	359	495	742	254	238	250
Citations/Warnings Issued	7,136	6,500	1,633	1,487	2,462	794	812	856
Dangerous Dog Designations*	57		19		16			
Serious Bodily Injury Cases**	20		5		1			
Cruelty Cases Filed**	83		19		16			

IMPROVED CONTROL OF STRAY POPULATION

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Oct. Total	Nov. Total	Dec. Total
Surgeries Performed (Overall)	14,658	14,500	3,262	3,227	4,312	1,469	1,439	1,404
<i>ACS</i>	12,949	10,500	3,262	2,227	3,209	1,020	1,083	1,106
<i>Community Cat Program</i>	1,709	4,000	N/A	1,000	1,103	449	356	298
Surgeries Performed by Partners	13,458	11,875	3,044	2,947	3,723 ^o	1,518	1,177	1,028 ^o
Deceased Dog/Cat Pick-Up	22,796		5,811		5,508	2,032	1,809	1,667

*This statistic represents cases that have actually been deemed and designated as aggressive/dangerous and presented quarterly.

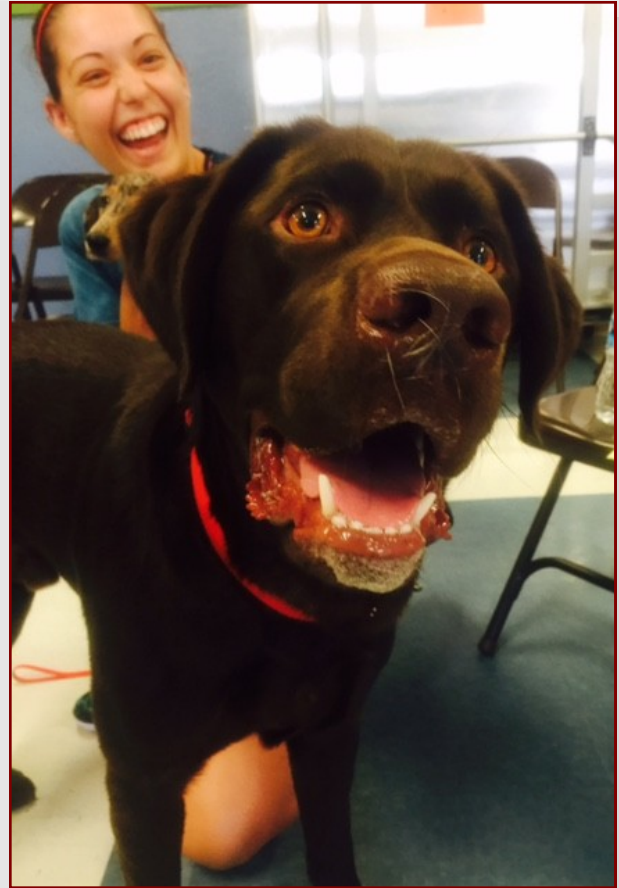
**This statistic represents cases that have been investigated, packaged, and delivered to the prosecutor for potential prosecution and presented quarterly





FY16 Q1 STATISTICS

October 2015—December 2015



INCREASED LIVE RELEASE

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Oct. Total	Nov. Total	Dec. Total
Live Release Rate	85%	85%	83%	83%	86%	84%	85%	90%
Adoptions	6,673	6,800	1,740	1,773	1,798	505	623	670
Rescues	13,257	13,850	2,962	3,094	2,866	1,119	830	917
Return-to-Owners (Overall)	3,668	3,900	813	864	1,249	406	407	436
Trap-Neuter>Returns	937	950	227	230	186	56	61	69
Pets Fostered	1,241	1,100	301	267	302	78	114	110
Volunteer Hours	14,095	15,000	3,080	3,278	4,220	1,549	1,477	1,194

ADMINISTRATION/OTHER

Performance Indicators	FY 15 Actual	FY 16 Target	FY 15 YTD Actual	FY 16 YTD Target	FY 16 YTD Actual	Oct. Total	Nov. Total	Dec. Total
FY 2016 Budget ^o	\$11.87 M	\$12.53 M		\$3.05 M	\$3.08 M			
Media Interactions	888	650		163	250	56	93	101

^o Information pending from Partners.



Animal Care Services mission is to encourage responsible pet ownership by promoting and protecting the health, safety and welfare of the residents and pets of San Antonio through education, enforcement and community partnership.



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